

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|------|--|---|------------------|---------|------------------|
| L1 | 4711 | 709/222,220,221,238,239.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 13:51 |
| L2 | 8 | 709/222,220,221,238,239.ccls. and ((customer service client) near4 (representative))and ((call help service contact) adj center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 13:58 |
| L3 | 109 | 709/222,220,221,238,239.ccls. and ((call help service contact) adj center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 13:58 |
| S51 | 0 | ((instant adj messag\$5) and ((customer service client) near4 (representative))) and (availabilty) and (skill) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:04 |
| S52 | 1 | (chat) and ((customer service client) near4 (representative)) and (availabilty) and (skill) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 11:09 |
| S53 | 1 | (chat\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 11:09 |
| S54 | 360 | ((instant adj messag\$5) and (customer service client) and (call near4 center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:34 |
| S55 | 1 | (Mcgraw) and (10/840527) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:37 |
| S56 | 4 | "09405335" | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:30 |
| S57 | 0 | (freishat) and ("09922753") | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:38 |
| S58 | 0 | (freishat) and ("09/922753") | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:38 |

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| S59 | 2 | (freishtat) and ("09/922753") | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:40 |
| S60 | 2 | "6389007".pri. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 13:40 |
| S61 | 132 | (instant adj messag\$5 near4 communication near4 server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:41 |
| S62 | 504 | ((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:00 |
| S63 | 4 | S62 and (instant adj messag\$5 near4 server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:09 |
| S64 | 1 | ((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:14 |
| S65 | 1 | ((customer service client CSR) near4 (representative))and (call near4 center) and ((IMPP) (instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:13 |
| S66 | 12 | (call near4 center) and ((IMPP) (instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:45 |
| S67 | 369 | ((IMPP) (instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:47 |
| S68 | 29 | (rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:14 |
| S69 | 9 | ((IMPP) (instant adj message adj presence adj protocol)) and (service adj center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 13:49 |

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| S70 | 2 | "6345305".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:27 |
| S71 | 3 | "6603837".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:27 |
| S72 | 1 | "5943478".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:28 |
| S73 | 2 | "5742905".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:28 |
| S74 | 2 | "6389007".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:29 |
| S75 | 2 | "6389028".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:29 |
| S76 | 2 | "6697858".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:30 |
| S77 | 2 | "6405035".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:30 |
| S78 | 2 | "6389007".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:30 |
| S79 | 2 | "6229888".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:31 |
| S80 | 2 | "5274700".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:31 |

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| S81 | 2 | "5271058".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:31 |
| S82 | 2 | "5271058".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:31 |
| S83 | 2 | "6434121".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:32 |
| S84 | 2 | "5062103".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:32 |
| S85 | 2 | "5036535".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:32 |
| S86 | 1 | (09/524656) and (ben-chanoch) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:35 |
| S87 | 0 | ((IMPP) (instant adj message adj presence adj protocol)) and ((fire-wall) (fire adj wall)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:38 |
| S88 | 0 | (instant adj messag\$5 near4 communication near4 server) and ((fire-wall) (fire adj wall)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:41 |
| S89 | 10 | ((instant adj message adj presence adj protocol)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:52 |
| S90 | 1 | (IMPP) near5 (proxy) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:53 |
| S91 | 0 | (web adj chat) near5 (proxy) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:54 |

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| S92 | 15 | (web near4 chat) near10 (proxy) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:58 |
| S93 | 1795 | (gateway near10 firewall) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:59 |
| S94 | 358 | (gateway near10 firewall) and (call near10 rout\$5) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:59 |
| S95 | 282 | (gateway near5 firewall) and (call near5 rout\$5) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 15:59 |
| S96 | 40 | S95 and ((customer service client CSR) near4 (representative))and (call near4 center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:07 |
| S97 | 1745 | ((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:09 |
| S98 | 173 | ((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:31 |
| S99 | 0 | ((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and ((fire near3 wall) (fire-wall)) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:15 |
| S10 0 | 54 | ((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and (authent\$5) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:16 |
| S10 1 | 2 | "6584564".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:16 |
| S10 2 | 3 | (09/638274) and (ezerzer) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:33 |

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| S10 3 | 5 | (09/766271) and (petrovykh) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/04 16:33 |
| S10 4 | 0 | (identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (verion) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:46 |
| S10 5 | 2 | (identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (version) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:47 |
| S10 6 | 0 | (identify\$5 detect\$5) near5 (web adj chat) near5 (software) near5 (version) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:48 |
| S10 7 | 0 | (identify\$5 detect\$5) near5 (chat) near5 (software) near5 (version) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:48 |
| S10 8 | 458 | (identify\$5 detect\$5) near5 (software) near5 (version) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 07:48 |
| S10 9 | 44 | (identify\$5 detect\$5) near5 (software) near5 (version) and (call help contact service customer client) near5 (center) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 08:21 |
| S11 0 | 2861 | (intermediate) near5 (server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 08:21 |
| S11 1 | 858 | (intermediate)adj(server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 08:22 |
| S11 2 | 252 | (intermediate)adj(server) and (instant ad message) near3 (server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 08:22 |
| S11 3 | 9 | (intermediate)adj(server) and (instant adj message) near3 (server) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2005/01/05 08:22 |